Here’s How We Can Help

- Provide information on homeless services.
- Explain your rights and responsibilities around shelter.
- Respond to complaints around shelter services - including physical conditions, staff and client behavior, and rehousing and social services.
- Mediation and conflict resolution between clients and staff.
- Explain rental assistance programs and eligibility criteria.
- Provide homelessness prevention and aftercare support.
- Provide general assistance, including referrals to other City agencies and community services.

Please note, our office does not make a determination on shelter transfer requests.

Contact Information

- **EMAIL**
  Ombudsman@dss.nyc.gov

- **CALL**
  Shelter Hotline:
  (718) 291-4141
  24-hours, 7 days a week

  Office of the Ombudsman:
  (800) 994-6494
  Monday - Friday
  9:00 AM to 5:00 PM

- **VISIT**
  109 E 16th Street, 8th Floor
  New York, NY 10003
  Monday - Friday
  9:00 AM to 4:00 PM
What is the Office of the Ombudsman?

The Office of the Ombudsman supports individuals and families experiencing homelessness in New York City by:

- Providing a supportive client experience through effective and compassionate listening, and timely client-focused case management.
- Assisting clients on their path to fairer access to essential resources.
- Improving the client’s quality of life while in shelter.
- Advocating for the client to have a meaningful role in the decision-making processes that affect their life.

Contact the Office of the Ombudsman

EMAIL US
You can email issues and concerns to us any time at Ombudsman@dss.nyc.gov.

CALL US
You can talk with us over the phone.

- Call the Shelter Hotline at (718) 291-4141 or dial 311 to report shelter complaints or request repairs. Staff members are available 24 hours, 7 days a week.

- Call the Office of the Ombudsman at (800) 994-6494 to discuss your situation with a staff member. Staff members are available Monday through Friday, from 9:00 AM to 5:00 PM. Messages left at this number will be returned by a staff member during business hours.

VISIT US
You can meet with a staff member at our office to discuss your situation. Staff is available Monday through Friday, from 9:00 AM to 4:00 PM.

More Resources

Advocates for Children of New York (AFC)
- (212) 947-9779

Coalition for the Homeless
- (212) 776-2000

Mayor’s Office of Immigrant Affairs (MOIA)
- (212) 788-7654

NYC 311
- Dial 311

NYC Administration for Children’s Services (ACS)
- Dial 911 in an emergency
- (877) KIDS-NYC [(877) 543-7692]
- Office of Advocacy (212) 676-9421

NYC Commission on Human Rights (CHR)
- (718) 722-3131

NYC Department for the Aging (DFTA)
- Dial 311 (Request a Social Service Specialist)

NYC Department of Veterans’ Services (DVS)
- (833) VETS-NYC [(833) 838-7692]

NYC Department of Youth and Community Development (DYCD) Youth Connect
- (800) 246-4646

NYC Human Resources Administration (HRA)
- Business Link (877) 585-JOBS [(877) 585-5627]
- Infoline (718) 557-1399

Safe Horizon Hotline (Domestic Violence)
- Dial 911 in an emergency
- (800) 621-HOPE [(800) 621-4673]